

From: Sprint CapTel [<mailto:sprintcaptel=sprint.com@createsend4.com>] **On Behalf Of** Sprint CapTel
Sent: Friday, November 22, 2013 5:14 PM
Subject: Notice to our Sprint WebCapTel Users

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NOTICE TO OUR SPRINT WEBCAPTEL USERS

Because you are a registered user of our WebCapTel service, we want to be sure you are informed about upcoming changes required by the Federal Communications Commission (FCC). During the past year, Sprint CapTel has been working closely with the FCC to ensure that the integrity of the Internet Protocol Captioned Telephone Service (IP CTS) is not compromised and that it remains available to individuals with hearing loss who need it. However, because of the latest FCC ruling, there are some changes to the service which may affect you.

Within the next 2 weeks, you will see the following notifications appear when you log into Sprint WebCapTel:

New Registration

The FCC requires all registered users to provide the following information before being able to use the Sprint CapTel service. This information will be held confidential and only used to verify that you are able to use the Sprint CapTel service.

- 1) Date of Birth
- 2) Last 4 digits of Social Security Number

New Service Fee

The FCC requires a one-time service fee of \$75 to use the Sprint CapTel Service. If you already have an Internet-based Sprint CapTel phone (800i or 840i), you can use the phone's ESN (found on the bottom of the CapTel phone) to access WebCapTel at no additional charge. You will be asked to provide this information when you log into the service.



To learn more about this order, visit www.sprintcaptel.com/fcc

We appreciate the opportunity to provide this important service to you. If you have any questions or concerns about these notices, please reach out to our customer service team:

Monday-Friday: 6am-11am CT

webcaptel@sprint.com

855-871-8429

Sincerely,

The Sprint CapTel Team

Call **855-871-8429**

Visit **sprintcaptel.com/fcc**

This is an account related notification. You are receiving this email because you are a registered user of Sprint WebCapTel.

Registration and certification are required to use Sprint WebCapTel and Wireless CapTel by Sprint. The CapTel service is intended for use by people with hearing loss. ©2013 Sprint. Sprint and the logo are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.

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